

How to Give Great Customer Service AND Love Your Job

WHO SHOULD ATTEND:

- Front-line service staff
- Employees in contact with customers
- Service representatives
- Customer Service Managers

WHAT YOU WILL LEARN:

- How to calm an irate customer
- How to look at every encounter as an opportunity
- How to not take your job home with you

Thursday, October 19, 2006



The seminar leader, Sandra Smith is a trainer, motivational speaker and author. Her clients include Department of Labor and Industries, Department of Revenue, Utilities and Transportation Commission, and Department of Health. Each month Aspire Seminars provides training on various topics that include communication, customer service, and leadership and is proud to be sponsored by ICSEW. Sandra is author of *Get What You Really Want Without the Guilt*.

"Sandra's techniques and the simple tools she shared are working, our employees still talk about the seminar and the positive effect it has had on them."
—Lorne Sanford, Regional Administrator, Department of Labor and Industries

REGISTRATION INFORMATION

1. Get training approved.
2. Go to HR Café and fill out an 'Outside Vendor' form.
3. Enroll with ICSEW.

Aspire Seminars is an Outside Vendor with the State of Washington. We ask that training be paid *before* the seminar. Thank You!

Please mail check to: Aspire Seminars
PO Box 3603, Lacey, WA 98509-3603
Incorporated Tax ID # 91-2012795

Cost: \$99 per person
Cancellations must be made two days prior to the seminar. Substitutions will be accepted up through the day of the event.



THREE EASY WAYS TO ENROLL

Limited Seating! Register Today!

On-line at:

<http://www.icsew.wa.gov/calendar/default.htm>

By Phone:

Amilee Wilson at (360) 902-2856

By Email:

Amilee Wilson at wilsoalw@dfw.wa.gov

Seminar Location & Date:

General Admin. Bldg.
210 11th Avenue SW
Olympia, WA 98504
October 19, 2006, 9:00 am – 4:00 pm